

VIDEO DISPLAY CONTROLLER
VIEWSPAN[®]



Quickstart **GUIDE**
VIEWSPAN Solo[®]



Quickstart **GUIDE**

Thank you for purchasing this video display appliance. The aim of this document is to quickly guide you through the process of initial installation and setup of the unit.

For detailed instructions, please consult the VIEWSPAN® User Manual available for download on the Appliance Web Portal (AWP) 'Settings' page.

Version 1.7 2022

Regulatory Compliance Statements

For EMC compliance, use good quality shielded cables or adapters for connection from the appliance to the display device.

Safety

CAUTION: The unit will be powered on upon connecting a valid power supply source. Please make sure to properly shut down the device's operating system prior to removing power.

1. The openings on the enclosure are for air convection to protect the equipment from overheating. **DO NOT COVER OPENINGS.**
2. Ensure the voltage of the power source is correct before connecting the power supply to the power outlet.
3. Route the power cable to avoid damage or creation of a trip hazard. Do not place anything on top of the power cable. Use the power supply which has been supplied with the product.
4. **WARNING:** Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel. Note: Opening the equipment case will void the warranty.
5. The appliance should be installed by qualified personnel only (persons having the appropriate technical training and experience necessary for product installation).
6. The unit can be installed on a desktop or with a VESA wall mount bracket. The unit can be installed **HORIZONTALLY** or **VERTICALLY**.
7. Please refer to the user manual for further information.

Hardware

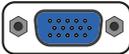
What's included in the box |

- | Appliance
- | DC Power Supply with Country Specific Cable
- | VESA Mounting Bracket and Screws
- | Quickstart Guide

Note: When unpacking, inspect the shipment box and appliance to identify any possible damage due to shipping. Make sure all items have been delivered and that no items are missing. Contact your representative should you find any damage or defects.

Note: The product serial number is on the product label, this number helps the support team identify your device. The serial number can also be obtained through the web portal.

Port Guide



VGA (Blue)



HDMI



Ethernet/LAN



USB 3.0 (Blue)



USB 2.0 (Black or Yellow)



Mic Input (Pink)



Audio Output (Green)



DC Input

Installation

PHYSICAL

The VIEWSPAN Solo® is a stand alone module with a separate power supply.

The appliance can be desktop mounted, wall mounted, mounted on a monitor or installed on a rack shelf. A VESA mounting bracket is included. Contact your supplier for brackets for mounting multiple modules.

IMPORTANT

When installing the appliance, position the unit to allow for cable clearance at the front and rear of the unit.

Make sure that there is ample clearance around the appliance to provide sufficient airflow.

CABLE LENGTHS

Workable cable lengths depend on the quality of the cables used as part of your video wall installation.

Cable Type	Resolution	Maximum Length
HDMI (output)	Up to 1080p60	10m (33ft)
HDMI (output)	Up to 4K30	5m (16ft)
VGA (output)	Up to 1080p60	5m (16ft)
USB	N/A	3m (10ft)

Setup

When installing the equipment, please make sure that cables are installed ensuring they do not create a trip hazard. Cables connected to the equipment must not be subject to any mechanical strain.

IMPORTANT: Static IP Address Networks

When connecting to a network that does not support DHCP a static IP address must be assigned to the appliance. The recommended and formal method to set a static IP address is as follows: Connect the appliance directly into a local machine using a local Ethernet cable outside the static corporate network. Using the local machine, change its IPV4 subnet to 255.255.0.0 and gain access to the automatically assigned appliance AWP address.

Whilst locally connected, use 'AWP->Settings->Network Settings' to set the desired static IP address on the VIEWSPAN device before disconnecting and using on the corporate network.

Step 1 | Connect Network

Connect the Ethernet cable to the LAN port on the appliance and connect to the video source network switch.

Step 2 | Connect Monitors/Display Devices

Connect the HDMI output to the monitor or display device, using an HDMI cable. If the second output is required, connect the VGA output to another monitor or display device, using a VGA cable and a suitable adapter if necessary.

If you encounter any issues with displays try the following:

- | Power Cycle Monitor
- | Try Disconnecting and Reconnecting Cable

- | Restart System
- | Try a Shorter Cable

IMPORTANT: It is highly recommended to disable any “Power-saving” features on your monitors using the monitor settings menu.

Step 3 | Connect Power and Boot Appliance

Connect the DC power connector on the appliance. Power on the unit by pressing the power button, the LED will illuminate to show the appliance is powered.

Step 4 | Main Screen

Your appliance will boot directly to the Windows Desktop using the following Administrator credentials:

Username: **video**
Password: **p@ssw0rd**

You will NOT be prompted for a login username and password, automatic login is configured.

To change this, use the Windows ‘Run’ command and type “netplwiz”. Uncheck the box labelled ‘users must enter a username and password to use this computer’.

NOTE: It is advised that the default Windows password is changed. This must be done on the appliance itself. Use **CTRL-ALT-DELETE** and select ‘Change a Password’. We advise that the username remains as ‘video’.

IMPORTANT: When you change the user account Password, ensure that you update the details found in “netplwiz” for the automatic login feature to continue.

The operating platform Language and Keyboard layout is set to English (US) by default. To change this, use the Windows **'Run'** command and type **"Region"**. Follow the instructions presented.

The device uses DHCP by default, if your network supports DHCP, the appliance will now be discoverable on the network.

The VIEWSPAN® hostname will be the VIEWSPAN® "Serial Number"
You can now login to the Appliance Web Portal (AWP) to configure the appliance remotely.

Step 5 | Access Application Web Portal (AWP)

The appliance has a built-in web portal which allows the unit to be monitored and configured remotely without the need for a keyboard and mouse being attached locally.

The Application Web Portal (AWP) allows the following functions:

- | Create and Load layout files
- | Manage Display Settings - Arrangement Display Layout, Set Number of Displays and Set Display Resolutions
- | Manage Appliance Network Settings
- | Add Video Network Sources e.g. NVR/VMS server credential settings
- | Update Appliance Firmware
- | Restart and Shutdown Appliance

Upon successful boot of the appliance, the 'AWP->Help' page will also be displayed on one of the outputs. The AWP IP Address and Port can also be determined in the navigation URL of this page.

Using a client PC on the same network, enter the IP address into a supported modern web browser.

Note: If the AWP does not load on 9001, try 9002, 9003 etc.

The browser will load the AWP login page when login is enabled. If disabled, user login can be enabled on the 'Settings->Global Settings' page.

Default AWP login credentials.

Username: **video**

Password: **p@ssw0rd**

The 'Users' link in the top right-hand side of the AWP allows changes to the default username and password.

For further details, information and guides, see 'Getting Started' found in the AWP 'Help' page.

A detailed user manual is available for download on the portal at 'AWP->Settings->User Manual Download'

Step 6 | Continue Configuration

The VIEWSPAN configuration and control can now be continued via the AWP. Use the "Help" page and follow the steps provided.

Note: The full User Manual is accessible via the AWP and is automatically updated whenever the firmware is updated.

Notes |

Please make notes here that are specific to your own application.

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